

County of Los Angeles - Department of Mental Health

Quality Improvement Work Plan Implementation Status Report

Dated 10/26/09

Prepared by: Program Support Bureau, Quality Improvement Division

NAME OF REPORT:

PATIENT RIGHTS OFFICE, REQUESTS FOR CHANGE OF PROVIDER

QI IMPLEMENTATION STATUS REPORT

Patients' Rights Office (PRO) provided quarterly reporting at the Departmental QIC monthly meetings for "Requests for Change of Provider Report" as follows:

Patient Rights Office Request for Change of Provider
CY 07-08 and Quarterly Summary Reports/Reviews at Dept. QIC Meetings

| QIC Mtg. | 2008 | 2009 |
|----------|----------|----------|
| January | | 3 Qrt-08 |
| February | CY-07 | |
| April | | 4 Qrt-08 |
| June | 1 Qrt-08 | |
| October | 2 Qrt-08 | |

As a result of issues identified quality improvement activities were selected for the purpose of improving Requests for Change of Provider processes as follows:

- On September 17, 2009 the Patient Rights Office (PRO) submitted to the Compliance Office a request for changes to P&P 200.2 following the receipt of feedback and recommendations from four (4) focus groups that evaluated the documents and logs. The focus groups consisted of (1) for Providers, as recommended in the Dept. QIC, one (1) for monolingual Spanish speaking beneficiaries and two (2) other general groups of beneficiaries.
- Summary of QIC Meeting Minutes:
 - June 8, 2009 Provider Focus Group gave positive feedback on new Change of Provider Request Form (CPRF) and encouraged consumer input on the format.
 - May 11, 2009 Discussed changes being made to CPRF and Log and will work on meeting with focus provider groups to review and suggest changes to CPRF.
 - April 13, 2009 Discussed the Change of Provider Report for fourth quarter of

CY 2008.

- January 12, 2009 Discussed the Change of Provider Report for third quarter of CY 2008.
- December 8, 2008 Discussed meeting with three Family/Consumer/Beneficiary Focus Groups regarding CPRF.
- October 6, 2008 Discussed meetings with Family/Consumer/Beneficiary Focus Groups to review P&P 200.2. During the same meeting PRO also distributed the Providers Submitting a Monthly Log for second quarter of 2008 and the Request to Change Provider Report for second quarter of CY 2008.
- September 8, 2008 Change of Provider Form is being modified to reflect consumer input.
- June 9, 2008 Discussed Change of Provider Summary Log Report for first quarter of CY 2008.
- February 11, 2008 Change of Provider Summary Log Reports showing a significant increase in the number of providers submitting Request for Change of Provider Logs.
- PRO Change of Provider Summary Log Reports for all four quarters of FY 08-09 showed the number of Requests for Change of Provider as follows:

Number of Requests for Change of Provider for FY 08-09

| 1st Qrt 08-09 | 2nd Qrt 08-09 | 3rd Qrt 08-09 | 4th Qrt 08-09 | Total |
|---------------|---------------|---------------|---------------|------------|
| 103 | 58 | 126 | 140 | 427 |

- PRO Request for Change of Provider Summary Log Reports for all four quarters of FY 08-09 showed the number of providers submitting Change of Provider Requests logs as follows:

Number of Providers Submitting Monthly Log for FY 08-09

| 1st Qrt 08-09 | 2nd Qrt 08-09 | 3rd Qrt 08-09 | 4th Qrt 08-09 |
|---------------|---------------|---------------|---------------|
| 161 | 187 | 218 | 227 |

Total Grievances formally filed were 13 (3.0%) out of a total of 427 Requests for Change of Provider for FY 08-09.

- PRO Change of Provider Summary Log Reports for the four quarters of FY 07-08 showed the number of Requests for Change of Provider as follows:

Number of Requests for Change of Provider for FY 07-08

| 1st Qrt 07-08 | 2nd Qrt 07-08 | 3rd Qrt 07-08 | 4rd Qrt 07-08 | Total |
|---------------|---------------|---------------|---------------|------------|
| 104 | 59 | 111 | 114 | 388 |

- PRO Change of Provider Summary Log Reports for all four quarters of FY 07-08 showed the number of providers submitting Change of Provider Requests logs as follows:

Number of Providers Submitting Monthly Log in FY 07-08

| 1 Qrt 07-08 | 2 Qrt 07-08 | 3 Qrt 07-08 | 4 Qrt 07-08 |
|-------------|-------------|-------------|-------------|
| 64 | 76 | 122 | 150 |

Total Grievances formally filed were 15 (3.9%) out of a total of 388 Requests for Change of Provider for FY 07-08.

There was a slight decrease of 1% for Grievances formally filed from FY 07-08 to 08-09.

PRO submitted Change of Provider Grievances to the State as part of the Beneficiary Grievance/Appeal/State Fair Hearing Report on October 1, 2009 in compliance with State guidelines and LAC-DMH P&P 200.2. The previous year reporting occurred on September 30, 2008.

Summary of Findings

1. The total number of Requests for Change of Provider showed an overall increase in FY 08-09 from 103 in the First Quarter, 58 in the Second Quarter, 126 in the Third quarter and 140 in the Fourth Quarter. This is an increase of 35.9%. When comparing this to #2 below, this appears to indicate that while the number of providers submitting the required Request for Change of Provider logs has significantly increased the number of Requests for Change of Providers has not increased as significantly.
2. Reporting by providers continued to increase in FY 08-09 from 161 in the First Quarter, 187 in the Second Quarter, 218 in the Third Quarter, and, 227 in the Fourth Quarter, for a total increase of 70.9%.
- 3 The Total Number of Requests for Change of Provider from all reporting providers in FY 08-09 was 427 with 13 (3.0%) that resulted in a formal filing of a grievance. All formal grievances were resolved. The Total Number of Requests for Change of Provider from all reporting providers in FY 07-08 was 388 with 15 (3.9%) that resulted in a formal filing of a grievance. All formal

grievances were resolved. The total number of requests for Change of Provider increased from 388 in 07-08 to 427 in 08-09.

4. The total number of Requests for Change of Provider showed an overall increase in FY 07-08 from 104 in the First Quarter, 59 in the Second Quarter, 111 in the Third quarter and 114 in the Fourth Quarter. This is a increase of 47.5%. When comparing this to #5 below, this appears to indicate that while the number of providers submitting the required Request for Change of Provider logs has significantly increased the number of Requests for Change of Providers has not increased as significantly.
5. Reporting by providers continued to increase in FY 07-08 from 64 in the First Quarter, 76 in the Second Quarter, 122 in the Third Quarter, and, 150 in the Fourth Quarter, for a total increase of 62%. In FY 08-09 reporting by providers continued to increase from 62% in FY 07-08 to 70.9%.
6. PRO, held 4 focus groups to ensure consumer-driven and culturally competent policy change recommendations.

Actions Requested/Needed

1. PRO requested QI Chairs share the Change of Provider Reports at their SA QIC meetings. QIC will continue working with PRO to establish benchmarks and explore SA specific data as appropriate. Requests For Change of Provider Total Numbers lack qualitative information and measures needed for proper analysis of data.
2. PRO to discuss and distribute changes to the Change of Provider Request Form and Logs as well as changes to policies and procedures at Departmental QIC meetings when changes are approved by the Compliance Office.

Recommended Policy Changes

1. QI to assist with expediting policy changes to P&P 200.2 currently in review in Compliance Office.
2. See Status Report 09III.6-1 recommendation #1 on page 2 regarding QI working actively with PRO in evaluating and acquiring computer software programs/systems to assist PRO in tracking data for State Grievance/Appeal/State Fair Hearing reporting.
3. Initiate identification of qualitative information and measurements for Requests for Change of Provider by type, criteria, and/or risk factors.
4. Establish consistent FY reporting of Grievance/ Appeal/State Fair Hearings and FY reporting of Request for Change of Provider.